
Flexible Spending Account Migration

Migration process

- Your flexible spending account information for the 2018 plan year with Flex Compensation, Inc. will be migrated to a new web site on Saturday May 19, 2018. You should add the URL for the new site to your favorites:
<https://thrivepassbenefits.LH1ondemand.com>.
- You should stop using the old website; you can no longer submit online claims through the old site effective 10:00 AM on Friday May 18, 2018. Existing 2018 data will continue to be viewable on the old site, but it will no longer be updated.
- You should submit online claims through the new web site effective immediately beginning on Monday May 21, 2018.
- For security purposes, your login credentials for the old site were not transferred, so you will need to create new credentials. Your username is your first initial, last name, and your five-digit zip code; your temporary password is your social security number. You will have to select a series of security questions and provide an answer to each question, and then choose your new password.
- If you previously enrolled for email notification and/or direct deposit, your email and banking information has been transferred, so there is no need to re-enroll.

Hints for using the new website

- 2018 data that has been migrated from the old website will look slightly different than transactions occurring after the migration.
 - You may see a negative “Available Balance” for 2018 accounts. Don’t be concerned. Unlike the old website, the “Available Balance” on the new website includes claims that are pending reimbursement. This difference is related to the fact that the new site shows real-time data including debit card transactions.
 - Migrated 2018 claims will not appear on the payment history screen. This screen will only show payments actually made on the new platform.
- The new website includes several enhancements that make using your flexible spending account more convenient.
 - All claim information is presented in real-time so you always know your exact account balance and the status of claims that have been submitted online.
 - The site displays items that require action on your part and makes responding simple.
 - You can set up direct deposit online for card claim payments and maintain your own banking information.
 - You can download mobile apps that give you access to account balances, allow you to review your and file claims.